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PTO/SB/21 (09-04)

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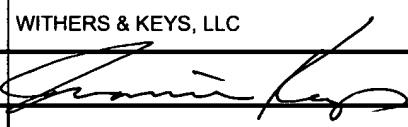
Total Number of Pages in This Submission

Application Number	09/746,508
Filing Date	December 26, 2000
First Named Inventor	Willis et al.
Art Unit	2166
Examiner Name	J.A. Kramer
Total Number of Pages in This Submission	6
Attorney Docket Number	20009.0001US01 (BS99-184)

### ENCLOSURES (Check all that apply)

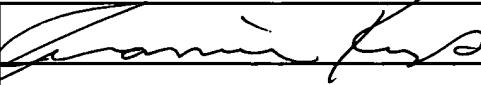
<input type="checkbox"/> Fee Transmittal Form	<input type="checkbox"/> Drawing(s)	<input type="checkbox"/> After Allowance Communication to TC
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	<b>Remarks</b>	

### SIGNATURE OF APPLICANT, ATTORNEY, OR AGENT

Firm Name	WITHERS & KEYS, LLC		
Signature			
Printed name	Jeramie J. Keys		
Date	May 15, 2006	Reg. No.	42,724

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S/N 09/746,508

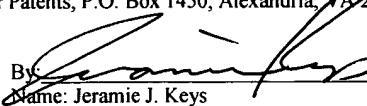
PATENT

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant:	Smith et al.	Examiner:	J.A. Kramer
Serial No.:	09/746,508	Group Art Unit:	2166
Filed:	December 26, 2000	Docket No.:	20009.0001US01 (BS99-184)
Title:	Technician Communications System with Automated Claims Processing		

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By \_\_\_\_\_  
Name: Jeramie J. Keys

INFORMATION DISCLOSURE STATEMENT (37 C.F.R. § 1.97(e)(2))

Commissioner for Patents  
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Alexandria, VA 22313-1450

Dear Sir:

With regard to the above-identified application, the items of information listed on the enclosed Form SB08A are brought to the attention of the Examiner.

No fee is due as this statement is submitted as certified below under 37 C.F.R. §1.97(e)(2) by the undersigned.

No item of information contained in this information statement was cited in a communication from a foreign patent office in a counterpart foreign application, and, to the knowledge of the person signing the certification after making reasonable inquiry, no item of information contained in the information disclosure statement was known to any individual designated in §1.56(c) more than three months prior to filing of the information disclosure statement. Accordingly, no fee is due for consideration of the items listed on the enclosed SB08 form.

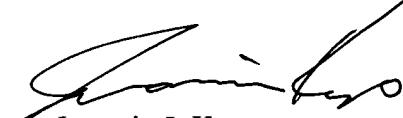
No representation is made that a reference is "prior art" within the meaning of 35 U.S.C. §§ 102 and 103 and Applicants reserve the right, pursuant to 37 C.F.R. § 1.131 or otherwise, to establish that the reference(s) are not "prior art." Moreover, Applicants do not represent that a

reference has been thoroughly reviewed or that any relevance of any portion of a reference is intended.

Consideration of the items listed is respectfully requested. Pursuant to the provisions of M.P.E.P. 609, it is requested that the Examiner return a copy of the attached SB08 form, marked as being considered and initialed by the Examiner, to the undersigned with the next official communication.

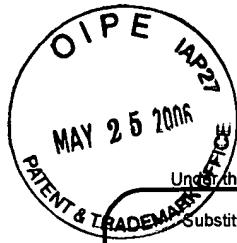
Please charge any additional fees or credit any overpayment to Deposit Account No. 503025.

Respectfully submitted,



Jeramie J. Keys  
Reg. No. 42,724

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PTO/SB/08A (08-03)

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Substitute for form 1449/PTO

## **INFORMATION DISCLOSURE STATEMENT BY APPLICANT**

***(Use as many sheets as necessary)***

Sheet 1 of 3

**Complete if Known**

Application Number	09/746,508
Filing Date	December 26, 2000
First Named Inventor	Willis et al.
Art Unit	2166
Examiner Name	J.A. Kramer
Attorney Docket Number	20009.0001US01 (BS99-184)

## U. S. PATENT DOCUMENTS

## FOREIGN PATENT DOCUMENTS

Examiner Signature		Date Considered	
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<sup>1</sup>EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.<sup>2</sup>Applicant's unique citation designation number (optional).<sup>3</sup>See Kinds Codes of USPTO Patent Documents at [www.uspto.gov](http://www.uspto.gov) or MPEP 901.04.<sup>4</sup>Enter Office that issued the document, by the two-letter code (WIPO Standard ST.3).<sup>5</sup>For Japanese patent documents, the indication of the year of the reign of the Emperor must precede the serial number of the patent document.<sup>6</sup>Kind of document by the appropriate symbols as indicated on the document under WIPO Standard ST.16 if possible.<sup>7</sup>Applicant is to place a check mark here if English language Translation is attached.

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INFORMATION DISCLOSURE  
STATEMENT BY APPLICANT

(Use as many sheets as necessary)

Sheet 2 of 3 Attorney Docket Number 20009.0001US01 (BS99-184)

## NON PATENT LITERATURE DOCUMENTS

Examiner Initials*	Cite No. <sup>1</sup>	Include name of the author (in CAPITAL LETTERS), title of the article (when appropriate), title of the item (book, magazine, journal, serial, symposium, catalog, etc.), date, page(s), volume-issue number(s), publisher, city and/or country where published.	T <sup>2</sup>
	5	"Return on Investment Model", web.archive.org webpage of Norand.com, Feb. 6 1998, pp. 1-5.	
	6	"Norand-Payback", web.archive.org webpage of Norand.com, Feb. 6, 1998, pp. 1-2.	
	7	"Norand-Products", web.archive.org webpage of Norand.com, Feb 6, 1998, pp. 1-5.	
	8	"Norand-Case Study", web.archive.org webpage of Norand.com, Feb. 1998, pp. 1-3.	
	9	Haugen, Dyan L.; Hill, Arthur V; "Scheduling to Improve Field Service Quality", Summer 1999, Decision Sciences, 30, 3: ABI/INFORM Global, pp. 783-804.	
	10	Freedman, David H; "Case Study: Gas Attack", Aug. 25, 1997, Forbes ASAP Supplement, pp. 45-52, Dialog 01485548 01-36536.	
	11	McCarthy, Vince, "The Transformation of the Public Network", March 20, 1995, Telephone, v228n12, pp. 88-100, Dialong 0100552196-54914.	
	12	Paz, Noemi M; Leigh, William; "Maintenance scheduling: Issues, results and research needs", 1994, International Journal of Operations & Production Management, v14n8, pp. 47-69, Dialog 00956565 96-05958.	
	13	Tseng, Paul C; Lewis, Malcom; "Best Practices and Design Tips", April 1999, Contracting Business, v56, n4, p2s84(1), Dialog 06305741 54514903.	
	14	Jewett, Dale,; "Service Call", July 21, 1997, Automotive News, p61, Dialog 05140584 47847132.	

Examiner Signature	Date Considered

\*EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.

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Substitute for form 1449/PTO		<b>Complete if Known</b>	
<b>INFORMATION DISCLOSURE STATEMENT BY APPLICANT</b>  <i>(Use as many sheets as necessary)</i>		Application Number	09/746,508
		Filing Date	December 26, 2000
		First Named Inventor	Willis et al.
		Art Unit	2166
		Examiner Name	J.A. Kramer
Sheet <b>3</b>	of <b>3</b>	Attorney Docket Number	20009.0001US01 (BS99-184)

**NON PATENT LITERATURE DOCUMENTS**

Examiner Initials*	Cite No. <sup>1</sup>	Include name of the author (in CAPITAL LETTERS), title of the article (when appropriate), title of the item (book, magazine, journal, serial, symposium, catalog, etc.), date, page(s), volume-issue number(s), publisher, city and/or country where published.	T <sup>2</sup>
	15	Southerland, Randy; "Not your typical garbageman", Feb. 2000, Waste Age, 31, 2, ss50, Dialog 11970477 60110303.	
	16	"The Luxury Class Database", April 3, 1995, InformationWeek, n 521, p100+, Dialong 00593604 23168942.	
	17	Ivey, Mike; "Cub: Toughen Penalties vs. Ameritech", Sep. 7, 2000, Madison Capital Times, Madison, Wisconsin, p. 1E, ProQuest ID 59714682.	
	18	Jaffe, Charles; "Gas Supplier takes timing seriously if delivers are late, the product is free". Feb. 5, 1989. The Morning Call, Allentown, PA, p.D.01, ProQuest ID 92485879.	
	19	Lister, Karen; "Improvements cited in Portland cable service", July 21, 1995, Corpus Christi Caller Times, Corpus Christi, TX., Sec. B, p. 2, ProQuest 6892257.	
	20	"Norand-Field Service", web.archive.org webpage of Norand.com., Feb. 6, 1998, pp. 1-2.	
	21	"Norand-Training", web.archive.org webpage of Norand.com., Feb. 6, 1998, pp. 1-2.	
	22	Wood, Michael; "Fighting the paperwork nemesis", Mar. 1996, American Gas, v78n2, pp.32-33, Dialog 01179245 98-28640.	
	23	"Powering better customer service. (Boston Edison implements mobile computing solution)", May 1997, Communication News, v34, 5n, p50(2) Dialog 02070908 19414033.	
	24	Kosseff, Jeffrey; "Service Delays May Lead to AT&T Fine", Jul. 18, 2001, The Oregonian, Portland, OR.. pg. C.01. ProQuest ID 75527844.	

Examiner Signature	Date Considered

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